



Specifications for SWC #314 Mail & National Change of Address Services

A. Scope of Contract

The purpose of this Statewide Contract ("SWC") is to provide Mail and National Change of Address ("NCOA") Services to the State of Tennessee. It is the State's intent to award one contract for group 1) Mail Services and one contract for group 2) NCOA Services. This contract is utilized to supplement the Department of General Services, Document Solutions division in the event Document Solutions cannot provide the service. State Agencies and governmental entities, local governmental units within the geographic limits of the State of Tennessee, public higher education institutions, any private nonprofit institution of higher education chartered in Tennessee, and any corporation which is exempted from taxation under 26 U.S.C. Section 501(c) (3) as amended and which contracts with the Department of Mental Health and Substance Abuse Services or the Department of Intellectual and Developmental Disabilities to provide services to the public (T.C.A. § 33-2-1001 et seq.) ("Authorized Users") may utilize the awarded Contract. Contractor agrees to extend this Contract to Authorized Users.

A.1. Scope of work for the State of Tennessee's Mail and NCOA Services includes:

- a. Additions, deletions, and changes to existing mailing lists
- b. Inkjet addressing
- c. Certification of address files
- d. Printing labels
- e. Application of labels, tabs
- f. Inserting in envelopes
- g. Application of postage
- h. Folding and tabbing
- i. National change of address

A.2. The Contractor shall designate a contract manager for the contract. The contract manager will be a single point of contact for the state contract administrator and be responsible for addressing broad contract issues and requests brought to them by the state contract administrator. The contract manager should have the authority and competence to address and correct any issues related to the contract. The Contractor shall notify the state contract administrator in writing within three (3) business days of assigning a new contract manager. Contact information shall be provided for each Contractor location awarded under SWC 314. Authorized Users must be able to reach out to each location with questions including, but not limited to the following: billing, invoices, and products.

B. Definitions

CASS	Coding Accuracy Support System. Certification by the USPS evaluating the accuracy of software to correctly match street addresses.
DMM	Domestic Mail Manual issued by the USPS; more information can be found at http://pe.usps.gov/text/dmm300/dmm300_landing.htm
First Class Mail	First class mail is letter-size mail pieces that are square, rigid or meet at least one of the non-machinable characteristics and are therefore subject to the non-machinable surcharge. The maximum weight for a first class mail piece is 13 ounces. The minimum quantity for first class mail to be mailed at commercial prices is 500 pieces.
IMM	The International Mail Manual issued by the USPS; more information can be found on their website at http://pe.usps.gov/text/imm/welcome.htm or https://pe.usps.com/
NCOA	National Change of Address. Database of entities who have filed a change of address with the USPS.
Nixie	A piece of mail which is undeliverable as addressed.
Standard Mail	Standard Mail is mail matter not required to be mailed as First Class Mail or Periodicals. The maximum weight for a standard mail piece is less than 16 ounces. The minimum quantity for standard mail is 200 pieces or 50 pounds of mail.
USPS	United States Postal Service.

C. General Mail Services

Contractor awarded the Mail Services group is required to be in compliance with the following standards and specifications. Contractor not awarded the Mail Services may disregard this section.

C.1. Labels

- a. Address labels shall be provided in an appropriate format for each application. Address labels include, but are not limited to:
 - (1) Cheshire labels
 - (2) Pressure sensitive labels
 - (3) Labels to be formatted for inkjet application
- b. Display on the labels shall have a minimum of eight (8) positions for codes such as expiration date, bulk or complimentary copies, and various subscribers' codes (to be printed above the address).

- c. All labels shall be prepared in accordance with all applicable USPS guidelines including the Domestic Mail Manual (“DMM”) and the International Mail Manual (“IMM”), as appropriate. All labels improperly processed will be reworked at the Contractor’s expense.

C.2. Processing

- a. All mail shall be processed in accordance with the most current issue of the United States Postal Service (“USPS”) DMM and IMM.
- b. Periodicals and controlled circulation mail is to be processed according to the most current issue of the USPS DMM.
- c. Standard Mail and the appropriate subclasses are to be processed according to the most current issue of the USPS DMM.
- d. All mail which is improperly processed (i.e. processing mail under the wrong class) will be reworked at the expense of the Contractor.
- e. Standard mailings of two hundred (200) or more pieces should be mailed at the lowest applicable rate as set by the USPS.
- f. First Class mailings of five hundred (500) or more pieces should be mailed at the lowest applicable rate as set by the USPS.

C.3. Unmailed Copies

To prevent damage, the Contractor will pack all unmailed copies and return them to the Authorized User upon request at no additional cost.

C.4. Multiple Copies (Firm Bundles)

At the request of the Authorized User, the Contractor shall have the ability to mail multiple copies to a single address.

C.5. Master Address Files

If the Contractor is not awarded a subsequent general contract to provide mail service as specified herein, said Contractor shall provide, at no charge, electronically, a documented copy of all master addresses to the State, or its designated representative, as directed. Electronic data shall contain a complete and current copy of all mailing data and codes for each Agency application as required by this Contract.

C.6. Documentation

File documentation shall conform to the format required by the Authorized User for data information interchange.

C.7. Transfer of Files

The Contractor shall not transfer any files created in fulfillment of this Contract to any private or commercial organization. All files are the property of either the State of Tennessee or Authorized User as appropriate.

C.8. Material Handling

- a. The Contractor shall have the necessary equipment to load and unload palletized materials. The Contractor shall have at a minimum a pallet jack.
- b. The Authorized User will deliver mailing materials for processing to the Contractor's location. At the Authorized User's discretion, they may request the Contractor pick-up the materials from the Authorized User's location. The Contractor may assess a round-trip pick-up fee per order.

C.9. Special Projects

- a. The Contractor shall have the necessary equipment and personnel to undertake any Special Projects that are within the scope identified within Sections A.1. and Section C of the Contract. A Special Project is defined as the following, but not limited to:
 - (1) Projects that surpass manually inserting more than nine (9) documents into any size envelope or package.
 - (2) Projects that require slip sheeting of printed material.
 - (3) Projects that require special packaging of printed materials. Examples include a 9"x12" Tyvek envelope, a 12" box, or greater appropriate size packaging for each project.
- b. If an Authorized User has a need for a Special Project, they will first contact the Department of General Services, Document Solutions division. If Document Solutions cannot complete the project, then the Authorized User will contact the Mail Services Contractor to receive a quote for the project in accordance with Terms and Conditions 8.6. Additional Lines, Items or Options. The quote must be provided free of charge to the Authorized User. Authorized Users shall coordinate with the CPO contract administrator before proceeding with a Special Project quote.

C.10. Performance

The Contractor must be able to perform the following functions:

- a. The ability to separately list all possible duplicates on each file maintenance run when processing a bundle of mail. Contractor shall notify the customer of duplicates identified.
- b. To print bulk or foreign copies separately.
- c. To code the entire domestic list at each zip code change in order to show proper mail separation in accordance with the DMM.

- d. Make a total label count as well as a total by zip code of records on file. Contractor shall provide this count back to the Authorized User for verification of order completion numbers.

C.11. Contractor Requirements

- a. The Contractor shall assume sole responsibility and liability for any mail pieces it accepts.
- b. The Contractor shall maintain USPS authorization and ability to provide mail services in the State of Tennessee. Contractor shall provide documentation of authorization to the Authorized User, upon request.
- c. Contractor shall establish, maintain, and operate a centralized mail services facility(ies) within the State of Tennessee that is fully operational and ready to begin providing mail services upon the effective date of the Contract. The Contractor shall furnish all equipment, vehicles, machinery, software, and hardware necessary to process postal mail. The Contractor shall allow representatives of the State of Tennessee or Authorized User to conduct on-site visits at the Contractor's facility, with or without prior notification.
- d. For 20,000 or fewer pieces, the Contractor shall have up to a twenty-four (24) hours turnaround time from the time an Authorized User places the order and receives the mailing materials from the Authorized User to the time the finished mail is delivered to the USPS, unless otherwise specified and mutually agreed upon between the Contractor and Authorized User.
- e. For more than 20,000 pieces, the Contractor shall have up to a forty-eight (48) hours turnaround time from the time an Authorized User places the order and receives the mailing materials from the Authorized User to the time the finished mail is delivered to the USPS, unless otherwise specified and mutually agreed upon between the Contractor and Authorized User.

D. National Change of Address Services

Contractor awarded the NCOA Services group is required to be in compliance with the following standards and specifications. Contractor not awarded the NCOA Services may disregard this section.

D.1. General Requirements

- a. The Contractor must be a USPS-licensed/certified provider, developer, or distributor of National Change of Address (NCOALink) software.
- b. The Contractor shall provide National Change of Address ("NCOA") with Nixie Elimination Service ("NES") licensed by the USPS for the State of Tennessee.

- (1) Contractor shall provide "NES" with footnotes indicating why a NCOA match could not be made, e.g. missing apartment number.
- c. The Contractor shall provide all services on an as needed basis.
 - d. The Contractor shall provide NCOA Link forty-eight (48) month service.
 - e. The State shall not guarantee any minimum or maximum amount of the Contractor's services that may be required under this contract. Contractor may charge a job processing fee per job or invoice based on the number of records processed. The job processing fee shall be charged in accordance with the rates included in the Contract.
 - f. The Contractor shall be prepared to test the Authorized User's address data immediately after award of the Contract. The Contractor shall be in a position to fully implement NCOA for the State at the time of Contract award.
 - g. The Contractor shall coordinate, with assistance from the Authorized User, the technical requirements of the Agency's data format and delivery of the Authorized User's data to and from the Contractor.
 - h. The Contractor shall be responsible for shipping costs for those items shipped to the Authorized User. The Authorized User will be responsible for shipping costs for those items shipped to the Contractor.
 - i. The Contractor shall provide technical assistance to the Authorized User on how to use the NCOA information furnished by the Contractor.
 - j. Each NCOA service request shall be considered complete only after approval and acceptance of the request by the Authorized User. No payments for services shall be made until such time as approval and acceptance of the Contractor's services by the Authorized User.
 - k. The Contractor shall provide troubleshooting and maintenance of the licensed NCOA program at no additional cost to the Authorized User.
 - l. The Contractor shall provide working facilities, programmers, analysts, and other technical staff as needed in order to adequately complete all requirements defined herein.
 - m. The NCOA program must be designed in such a manner as to prevent improper or unauthorized access to files, data, or other information of the State.
 - n. The Authorized User shall reserve the right to request any or all of the following output records below for processing in a format specified by the Authorized User (i.e. electronically, cartridges, and diskettes). The State's current applications require the standardized address data and the NCOA Link change of address match with return codes:

(1) Standard Address Data.

(2) NCOA Change of Address Match.

o. The Contractor, upon request from the State agency, shall provide the following:

(1) Delivery Point Validation ("DPV") indicates if an address is complete and correct. DPV will go beyond the capabilities of the Coding Accuracy Support System ("CASS"), which assigns Zip+4 codes based on address block range data. DPV will detect incomplete addresses such as missing apartment numbers. It will also flag Commercial Mail Receiving Agencies ("CMRA").

i. Individual Matching Logic ("IML") is an option used for name specific files, such as:

- (a) Financial Statements
- (b) Tax Information
- (c) Voter Registration Lists

All moves are treated as individual moves using all name components to match to NCOA database.

(2) Locatable Address Correction Service ("LACS") provides new addresses when a 911 emergency system has been implemented. For example, these address conversions normally involve changing rural-style addresses to city-style addresses. In some instances conversions may also result in the renaming or renumbering of existing city-style addresses.

p. The Contractor shall provide National Change of Address Process Acknowledgement Forms ("NCOA PAF") to the Authorized User to be completed and returned to the Contractor with each NCOA order.

q. The Contractor is required to furnish NCOA certification to the Authorized User upon request.

E. Security Requirements

a. The Contractor shall ensure the protection of all mail pieces from the point of original pickup through delivery to the USPS. The Contractor shall ensure the integrity and confidentiality of mail pieces in its possession. Unauthorized personnel shall not have access to facilities, vehicles, or equipment used to pick up, transport, process, or store mail pieces or supplies or property of Authorized Users.

(1) Contractor must maintain the confidentiality of information. Contractor must:

- i. Ensure no violation of any State, Federal, or local law, including the Federal Health Insurance Portability and Accountability Act (HIPAA) of 1996 guidelines,
- ii. Ensure that there are appropriate safeguards to prevent use or disclosure of the information,

- iii. Contractor shall inform Authorized Users of any disclosure of information in accordance with Terms and Conditions Sections 8.4., 8.10., and Attachment A.
- b. The Contractor shall employ security measures in accordance with Terms and Conditions Sections 7.39., 8.4., 8.10., and Attachment A to secure any mail pieces and Authorized User property and information in its possession from theft, forgery, alteration, or exposure to the elements.
- c. Contractor must complete a Business Associate Agreement (“BAA”) found at Attachment B.
- d. All vehicles used for transportation of mail pieces will have lockable cabs and lockable, fully enclosed boxes. These vehicle cabs and boxes must be locked during transport and when unattended by employee(s).
- e. Contractor must observe security provisions for all State or Authorized User facilities.